

Allied Supplier of the Year Criteria

1. Sustainability:

- Demonstration of sustainable business practices, such as environmental responsibility, waste reduction, energy efficiency, and carbon footprint reduction.
- Use of sustainable materials or alternatives, commitment to ethical sourcing, and compliance with relevant sustainability standards.

2. Process Improvement:

- Implementation of innovative process improvements that enhance efficiency, reduce costs, or streamline operations.
- Evidence of continuous improvement initiatives, such as lean methodologies, *Six Sigma, or other process optimisation methodologies.

3. Innovation:

- Introduction of innovative products, technologies, or solutions that bring added value to the industry or customer.
- Evidence of research and development efforts, patents, or collaborations that demonstrate a commitment to innovation.

4. Account Management:

- Effective communication and responsiveness to customer needs and inquiries.
- Proactive management of customer accounts, including timely resolution of issues, effective order management, and accurate invoicing.

5. Industry Collaboration:

- Engagement with industry associations, participation in industry events, and collaboration with industry stakeholders.
- Contributions to industry-wide initiatives, knowledge sharing, and the promotion of best practices within the industry.

6. Customer Service:

- Excellence in customer service, including prompt and courteous responses, effective problem-solving, and a customer-centric approach.
- Customer satisfaction ratings, feedback, and testimonials can provide evidence of outstanding customer service.

7. Quality Assurance:

- Consistent delivery of high-quality products or services that meet or exceed industry standards.
- Compliance with relevant quality certifications or standards.

8. Supply Chain Reliability:

- Consistent and on-time delivery of products or services.
- Effective management of the supply chain, including inventory management, logistics, and order fulfillment

9. Value for Money:

- Providing products or services that offer competitive pricing and deliver value for money.
- Evidence of cost-saving measures or initiatives that contribute to cost efficiency.

10. Ethical Business Practices:

- Adherence to ethical business practices, including honesty, integrity, and transparency in all business dealings.
- Compliance with laws, regulations, and industry standards related to ethics and corporate governance.